



Class Title
Position Number
FLSA Status
EEO Classification
Department
Supervised By

Administrative Secretary
0071
Non-Exempt
Administrative Support Workers
Olde Town Medical and Dental Center
Clinical Director

Nature of Work

Performs responsible secretarial and administrative work for the Executive/Medical Director, Clinical Director, and Business Manager of Olde Towne Medical and Dental Center.

Essential Job Functions (other essential job functions may be designated by department)

- Assists in typing and editing correspondence; compiles statistical reports and related office material into final format; types bulletins, manuals, narratives, and other documents requiring familiarity with technical terminology; assures conformity of office correspondence to established requirements, and makes necessary changes in procedures as applicable.
- Maintains electronic medical records and handles patient correspondences
- Receives, dates, and distributes all incoming mail; prepares all outgoing mail and printing services; performs administrative/clerical tasks, as needed, for all fund-raising events.
- Assists in creating and distributing reports to providers, Executive Staff, and Board of Directors in a timely manner; creates and formats forms; makes copies of forms as requested.
- Issues keys and supplies to employees as needed; coordinates with temporary services for temporary employees as requested and approved by the Executive/Medical Director; submits all orders to appropriate vendors upon request of Business Manager; ensures that Business Manager receives copies of all provider leave slips.
- Coordinates the repair of building and equipment failures; maintains master clinic calendar to include meetings, staff vacation times, etc; maintains referral database.
- Operates and maintains standard office equipment, including facsimile, copier, and phones; requests service for office equipment when necessary; maintains inventory of office equipment.
- Performs other duties as assigned.

Job Preparation Needed

- Any combination of education and experience equivalent to a high school diploma; including and supplemented by college or business school courses in secretarial science; and, considerable experience in highly responsible clerical and office work; which shall have included considerable secretarial work experience.
- Thorough knowledge of standard office practices and procedures, equipment, and its application to the area of assignment; knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to make independent decisions in accordance with established policies and procedures; learn and use specialized language and technical terms; work under pressure; set priorities, organize, and perform work independently; take minutes and transcribe accurately at a reasonable rate of speed; monitor the daily developments and progress of work performed and to modify or initiate corrective action, as appropriate; establish and maintain effective working relationships with employees and the public; deal with public relations problems courteously and tactfully.

Performance

All employees are expected to work effectively and ethically with citizens and with each other to meet the needs of the community and the organization. Employees are expected to demonstrate work behaviors that model the County's values and further the County's mission.

Post Offer Requirements

- Drug test
- Infection control test
- State and or national criminal/ sex offender record check

Introductory Period 6 months

Post Hire Requirements

Not applicable

Job Locations and Conditions

- Work is performed at Old Towne Medical and Dental Center; position deals on a continuing basis with sensitive or controversial matters and has public contact.
- Performs work safely in accordance with department safety procedures and County Safety Program; operates equipment safely and reports any unsafe work condition or practice to supervisor.



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- May be required to report to work to serve customers during emergency conditions; may be assigned to report at a different time and location and to perform different duties as necessary.



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General Aptitudes and Physical Abilities

James City County is an Equal Opportunity Employer. The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Incumbents must be able to perform all essential job functions unaided or with reasonable accommodation. Prospective and current employees are invited to discuss accommodations.

Frequency Scale:

C= Continuously (2/3 or more of the time)	F= Frequently (from 1/3 to 2/3 of the time)	O= Occasionally (up to 1/3 of the time)	R= Rarely (less than 1 hour per week)	N= Not an essential job function
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General Aptitudes/ Physical Abilities	Frequency	Description
Mental Ability	C	Must have general learning ability and the ability to understand instructions and underlying principles; understand and follow oral and written instruction, and/or to guide/give instructions; and, ability to make decisions in accordance with established procedures and policies
Communication Ability	C	Must have ability to understand meanings of words and ideas associated with them and to use them effectively; comprehend language to understand the relationship between words; understand meanings of whole sentences and paragraphs; present information or ideas clearly; and, communicate with public, vendors, supervisors, and/or other employees, and County officials. <ul style="list-style-type: none"> Verbal Communication: hear/listen; communicate orally with public, vendors, supervisors, other employees, and County officials Written Communication: read/understand text; exchange information in written form
Mathematical ability	R	Must have ability to perform accurate calculations mentally and/or aided by a calculator or other device
Spatial ability	N	Must have ability to comprehend forms in space and understand relationships of plane and solid objects; may be used in such tasks as blue print reading and in solving geometry problems; frequently described as the ability to mentally visualize objects of two or three dimensions or to think visually of geometric forms
Operate office equipment	F	Office equipment such as computer keyboard and mouse, copy/fax machines, telephones, calculator, etc.
Operate other equipment/tools	N	Necessary equipment and/or tools
Transport/Reposition Objects	O	Must be able to transport and reposition <5 pounds of materials/equipment from ground to waist and at waist level
Ascend/Descend	N	Must be able to work in and move to different height levels including step stool, 1 flight of stairs, and up to 10 steps
Sit	F	Must have the ability to sit
Stand	O	Must have the ability to stand
Walk	O	Move self from one location to another on flat terrain
Run	N	Move self from one location to another on flat terrain
Position self to lower level	O	Must have ability to bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself
Reaching, handling, fingering, and/or feeling	F	Must have ability to stretch out, extend, or put forth a bodily part; to touch or grasp something, by extending or stretching; to touch, lift, hold or operate with hands
Seeing	C	Must be able to see, to perceive, or comprehend by the sense of sight; be able to focus with distinctness or clarity; use peripheral vision; and, determine color and depth perception. Must be able to see at night and/or in dark spaces
Hearing	C	Must be able to hear and listen to voices and sounds
Driving	N	Must be able to transfer or convey in an automatic vehicle including car, van, and small truck